

Attorney's Docket  
066416.0103



PATENT  
Serial No. 09/547,627

#7B  
Smc  
1/24/02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Daniel N. Duncan, et al.

Serial Number:

09/547,627

Date Filed:

April 12, 2000

Group Art:

2642

Examiner:

Bui, B.

Title:

METHOD AND SYSTEM FOR SCHEDULING  
INBOUND INQUIRIES

Honorable Assistant Commissioner  
of Patents

RECEIVED  
JAN 23 2002  
Technology Center 2600  
I hereby certify that this Response to  
Missing Parts is being deposited with  
the United States Postal Service as  
Express Mail No. EL740053218US  
addressed to: Assistant  
Commissioner of Patents, on the date  
shown below.

Amy Rueff  
Amy Rueff  
01/15/02  
Date

Dear Sir:

RESPONSE TO OFFICE ACTION

In response to the Office Action mailed November 6, 2001  
(Paper No. 6), Applicants request that the Examiner reconsider  
the rejections of the claims in view of the following  
amendments and remarks:

IN THE CLAIMS:

For the convenience of the Examiner, all pending claims  
of the present application are shown below in clean form  
whether or not an amendment has been made. Please refer to  
the attached sheet showing a mark-up version of the amendments  
to the claims.